

## Process – Advisor Team Submission

## 1. Team Opens Client Refund Case

•	Search: All 👻 🔍 Search Accounts a	nd more		?	*• 🖬 🗠 ? 🌣 🤗 🍖
Compensation Accounts V Financial Accounts V Payments	$\checkmark$ Dashboards $\checkmark$ Reconciliation Tool Invoices $\checkmark$	Transactions v <u>Cases</u> v Reports v	Transaction Uploads 🗸 🗸 Override Rules	<ul> <li>LPL Product Types</li> </ul>	∨ More ♥
Accounts     Recently Viewed      F			Q, Search	New Import	Generate Labels Add a Record
Account Name	Account Owner Alias	V WEG ID	✓ Account Record Type	√ Status	~
1	110		Household	Active	¥
2	1000	1000	Household	Active	

## Action Step

1. Launch Salesforce and go to the Accounts Tab - Recently Viewed list.

2. Choose an account from the list and double click on the **Account Name** or type in a WEG ID in the **Search Bar** and press **Enter**.

2. Client Household | Account | Salesforce screen is displayed.

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Compensation Accounts V Financial Accounts V Payment	$\lor$ Dashboards $\lor$ Reconciliation Tool invoices $\lor$ Transactions $\lor$ Cases $\lor$ Reports $\lor$	Transaction Uploads 🗸 Override Rules 🗸 LPL Product Types 🗸 More 🔻 🌶		
Account		+ Follow Create Case Laserfiche Folder Request Files V		
Account Type Status Category Orion AUM Revi Household Active 50 Inco	w Status WEG ID Primary individual  v Status VEG ID Primary individual  v Status ACCOUNT			
Details Financial Accounts Historic Financial Accounts	Portal Documents Cloud Files Relationships Dashboard	Client Review Related Chatter Doc Gen		
Financial Accounts PRIMARY INDIVIDUAL SECONDARY INDIVIDUAL		Related List Quick Links		
Name Prefered Name Birthdate Age AS Text Primary Phone Primary Phone Trimary Phone Trimary Enail Primary Email Type Tax Id		Cloud Files     Pricotarbiol(5)     Cases (Household (T)     Transactions (T)     Household Financial     Accounts (T)     Household Financial     Goals (0)     Shore All (T2)		
Current Employer		U Cloud Files (Household) (3+)		
Network Malling Name Performed Malling Name NEG MASTER ERROR ACCOUNT Household Test Record for WEG Master Trade Errors		Schwab Accounts Credit Amount and Calculationalss     Account		
Account Owner	Legacy Informal Household Mailing Name WEG MASTER ERROR ACCOUNT	Document Type: View File: View File		
Secondary Advisor	Primary Address  Finary Address  Fist Record for WEG Master Trade Errors	USTR Model Upload Error - Documents Relevant to the Error,pdf Account Document Type: View File View File		
vascriptivoid(0) (3,4	State of Residence	2023 Schwab Rectorative Payment - Cover Sheet odf		

Step	Action
1	Select the Financial Account Tab